



**FREE
Workshops**

CultureReady

FREE workshops aiming to build culturally responsive services for NDIS disability service providers



why does my organisation **need** CultureReady?

When accessing and maintaining disability services and supports that are culturally appropriate, people from CALD backgrounds experience multiple layers of disadvantage, including language barriers, social stigma, lack of culturally responsive services, a distrust of government agencies, unfamiliarity with the service system and a lack of awareness of their entitlements and available supports.

CultureReady will upskill your workforce to provide quality services and culturally appropriate supports that participants from CALD backgrounds want and need.



23%

of the Australian population are from a **culturally and linguistically diverse (CALD)** background.

Source: NDIS definition of cultural and linguistic diversity



People from CALD backgrounds have **rates of disability similar** to the rest of the Australian population **BUT**

use disability services at only about **a half to one-third** of the rate of people born in Australia.

Source: Still Outside the Tent, October 2018



ONLY 9.1%

of nationally approved NDIS plans are for people from CALD backgrounds, **well below the NDIA's expected 21%.**

Source: NDIS quarterly report to the COAG Disability Reform Council, March 2020

our workshops

- **Fundamentals** of culturally responsive practice in the disability context

- **Working** with language services

- **Engaging** CALD communities

- **Recruiting and retaining** a diverse workforce



We provide on-request training for your organisation and public calendar bookings. Keep an eye out for new calendar bookings throughout the year.

Why choose us?

Our CultureReady workshops are grounded in SSI's experience:

- delivering quality diversity training to external organisations
- as a leading provider of services to culturally and linguistically diverse communities
- delivering disability programs such as Ability Links, FutureAbility and IgniteAbility.

Benefits to your organisation

- Enhanced service delivery to CALD participants
- Ability to recruit and retain high performing staff from diverse backgrounds
- Market growth through increasing accessibility to a diverse participant base
- Staff who can provide consistent high quality, respectful and culturally responsive services
- Improved customer satisfaction
- Improved staff satisfaction



**During
COVID-19
restrictions
we are delivering
our training online.**

We will resume face-to-face training as soon as it is safe to do so. Please check our website for updates.

find out more

Visit our website for more detailed descriptions of our training opportunities and book one of our public calendar events:

www.ssi.org.au/services/ssi-training/cultureready

Or get in touch with our team:

e: cultureready@ssi.org.au

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ssi.org.au

Settlement Services International (SSI) is a community organisation and social business that supports newcomers and other Australians to achieve their full potential.

We have offices in metro and regional Queensland, NSW and Victoria.

CultureReady is proudly supported by the Australian Government Department of Social Services.